

## EAST Search History

| Ref # | Hits | Search Query  | DBs   | Default Operator | Plurals          | Time Stamp       |
|-------|------|---|---|------------------|------------------|------------------|
| L1    | 12   | ((("20020059283") or ("20040264670") or ("1154627")).PN.  | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR               | OFF              | 2009/02/02 00:14 |
| L2    | 44   | (US-20070083418-\$ or US-20070100679-\$ or US-20070239515-\$ or US-20050091156-\$ or US-20040006506-\$ or US-20030220901-\$ or US-20040249650-\$ or US-20030088545-\$ or US-20070094230-\$ or US-20070106638-\$ or US-20070106639-\$ or US-20070118504-\$ or US-20070208697-\$ or US-20070214145-\$ or US-20070299813-\$ or US-20080021881-\$ or US-20030229884-\$ or US-20060262922-\$ or US-20070038499-\$ or US-20020087385-\$ or US-20040083479-\$ or US-20070038500-\$ or US-20070061421-\$ or US-20050002502-\$ or US-20020072921-\$ or US-20040225549-\$).did. or (US-20030074342-\$).did. or (US-6292830-\$ or US-6014647-\$ or US-6389402-\$ or US-6385646-\$ or US-6711565-\$ or US-6728702-\$ or US-6763351-\$ or US-6782383-\$ or US-7213013-\$ or US-7233937-\$ or US-7293014-\$ or US-7353182-\$ or US-6138139-\$ or US-6108711-\$ or US-6345305-\$ or US-7200563-\$ or US-6230197-\$ or US-6697858-\$ or US- | OR  | OFF              | 2009/02/02 00:14 |                  |

|    |    |   |                    |    |              |                     |
|----|----|---|--------------------|----|--------------|---------------------|
|    |    | 7013263-\$ or US-<br>6724887-\$ or US-<br>7308414-\$ or US-<br>6047261-\$ or US-<br>6886037-\$).did.  |                    |    |              |                     |
| L3 | 45 | (US-20070083418-\$ or<br>US-20030156706-\$ or US-<br>20040001616-\$ or US-<br>20040015417-\$ or US-<br>20040103017-\$ or US-<br>20040198887-\$ or US-<br>20040230503-\$ or US-<br>20050015286-\$ or US-<br>20050086290-\$ or US-<br>20050151489-\$ or US-<br>20050193055-\$ or US-<br>20060060647-\$ or US-<br>20060262919-\$ or US-<br>20070026368-\$ or US-<br>20070083425-\$ or US-<br>20080040196-\$ or US-<br>20050172666-\$ or US-<br>20010034673-\$ or US-<br>20030156133-\$ or US-<br>20040230438-\$ or US-<br>20050081188-\$ or US-<br>20070143127-\$ or US-<br>20070213050-\$ or US-<br>20070213075-\$ or US-<br>20070226159-\$ or US-<br>20070263838-\$).did. or<br>(US-20030118635-\$ or<br>US-20040196455-\$ or US-<br>20060039533-\$).did. or<br>(US-4852149-\$ or US-<br>5046088-\$ or US-<br>5959869-\$ or US-<br>6295551-\$ or US-<br>6493695-\$ or US-<br>6505773-\$ or US-<br>6510350-\$ or US-<br>6741699-\$ or US-<br>6914975-\$ or US-<br>5086460-\$ or US-<br>7191229-\$ or US-<br>5999610-\$ or US-<br>6917972-\$ or US-<br>7117193-\$ or US-<br>5954911-\$ or US-<br>6283761-\$ or US-<br>6951821-\$ or US-<br>7262842-\$ or US-<br>3561566-\$ or US-<br>4114027-\$ or US-<br>4195751-\$).did. | US-PGPUB;<br>USPAT | OR | OFF<br>00:14 | 2009/02/02<br>00:14 |

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|-----|-------|--|---|----|-----|---------------------|
| L4  | 88    | L2 or L3   | US-PGPUB;<br>USPAT                                      | OR | OFF | 2009/02/02<br>00:14 |
| L5  | 10    | ((("5541835") or<br>("5892900") or<br>("5822744") or<br>("5907800") or<br>("5704017")).PN.                   | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L6  | 12    | ((("5541835") or<br>("5892900") or<br>("5822744") or<br>("5907800") or<br>("5704017") or<br>("5309355")).PN. | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L7  | 5939  | customer with interaction  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L8  | 15744 | predict\$ with behavior  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L9  | 20    | L7 same L8   | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L10 | 5     | L7 same L8   | USPAT; EPO;<br>JPO                                      | OR | OFF | 2009/02/02<br>00:14 |
| L11 | 532   | predict\$ with (customer<br>and behavior)  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L12 | 82    | L7 and L11   | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L13 | 68439 | "705".clas.  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L14 | 49    | L12 and L13  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L15 | 1     | ("20020138316").PN.  | US-PGPUB;<br>USPAT                                      | OR | OFF | 2009/02/02<br>00:14 |

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|-----|--------|--|---|----|-----|------------------|
| L16 | 29     | L14 and (communicat\$ with interact\$)                   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L17 | 1      | ("20070083418").PN.                                      | US-PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |
| L18 | 2      | ("7016936").PN.  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L19 | 2      | ("5737726").PN.  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L20 | 210691 | communication with channel                               | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L21 | 77     | L20 same (customer with interaction)                     | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L22 | 12     | L21 and (central with (processor or processing or rule)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L23 | 532    | predict\$ with (customer and behavior)                   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L24 | 49     | L20 and L23  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L25 | 6      | L24 and L21  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L26 | 32     | "6563430"  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |

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| L27 | 12 | ((("20020059283") or ("20040264670") or ("1154627")).PN.  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L28 | 44 | (US-20070083418-\$ or US-20070100679-\$ or US-20070239515-\$ or US-20050091156-\$ or US-20040006506-\$ or US-20030220901-\$ or US-20040249650-\$ or US-20030088545-\$ or US-20070094230-\$ or US-20070106638-\$ or US-20070106639-\$ or US-20070118504-\$ or US-20070208697-\$ or US-20070214145-\$ or US-20070299813-\$ or US-20080021881-\$ or US-20030229884-\$ or US-20060262922-\$ or US-20070038499-\$ or US-20020087385-\$ or US-20040083479-\$ or US-20070038500-\$ or US-20070061421-\$ or US-20050002502-\$ or US-20020072921-\$ or US-20040225549-\$).did. or (US-20030074342-\$).did. or (US-6292830-\$ or US-6014647-\$ or US-6389402-\$ or US-6385646-\$ or US-6711565-\$ or US-6728702-\$ or US-6763351-\$ or US-6782383-\$ or US-7213013-\$ or US-7233937-\$ or US-7293014-\$ or US-7353182-\$ or US-6138139-\$ or US-6108711-\$ or US-6345305-\$ or US-7200563-\$ or US-6230197-\$ or US-6697858-\$ or US-7013263-\$ or US-6724887-\$ or US-7308414-\$ or US-6047261-\$ or US-6886037-\$).did. | US-PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |

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|-----|----|---|--------------------|----|-----|---------------------|
| L29 | 45 | (US-20070083418-\$ or US-20030156706-\$ or US-20040001616-\$ or US-20040015417-\$ or US-20040103017-\$ or US-20040198887-\$ or US-20040230503-\$ or US-20050015286-\$ or US-20050086290-\$ or US-20050151489-\$ or US-20050193055-\$ or US-20060060647-\$ or US-20060262919-\$ or US-20070026368-\$ or US-20070083425-\$ or US-20080040196-\$ or US-20050172666-\$ or US-20010034673-\$ or US-20030156133-\$ or US-20040230438-\$ or US-20050081188-\$ or US-20070143127-\$ or US-20070213050-\$ or US-20070213075-\$ or US-20070226159-\$ or US-20070263838-\$).did. or (US-20030118635-\$ or US-20040196455-\$ or US-20060039533-\$).did. or (US-4852149-\$ or US-5046088-\$ or US-5959869-\$ or US-6295551-\$ or US-6493695-\$ or US-6505773-\$ or US-6510350-\$ or US-6741699-\$ or US-6914975-\$ or US-5086460-\$ or US-7191229-\$ or US-5999610-\$ or US-6917972-\$ or US-7117193-\$ or US-5954911-\$ or US-6283761-\$ or US-6951821-\$ or US-7262842-\$ or US-3561566-\$ or US-4114027-\$ or US-4195751-\$).did. | US-PGPUB;<br>USPAT | OR | OFF | 2009/02/02<br>00:14 |
| L30 | 88 | L28 or L29  | US-PGPUB;<br>USPAT | OR | OFF | 2009/02/02<br>00:14 |

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| L31 | 10    | ((("5541835") or ("5892900") or ("5822744") or ("5907800") or ("5704017")).PN.                | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L32 | 12    | ((("5541835") or ("5892900") or ("5822744") or ("5907800") or ("5704017") or ("5309355")).PN. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L33 | 5939  | customer with interaction   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L34 | 15744 | predict\$ with behavior   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L35 | 20    | L33 same L34  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L36 | 5     | L33 same L34  | USPAT; EPO; JPO                             | OR | OFF | 2009/02/02 00:14 |
| L37 | 532   | predict\$ with (customer and behavior)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L38 | 82    | L33 and L23   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L39 | 68439 | "705".clas.   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L40 | 49    | L38 and L39   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L41 | 1     | ("20020138316").PN.   | US-PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |

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|-----|----|---|---|----|-----|------------------|
| L42 | 29 | L40 and (communicat\$ with interact\$)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L43 | 1  | ("20070083418").PN.   | US-PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |
| L44 | 2  | ("7016936").PN.   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L45 | 2  | ("5737726").PN.   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L46 | 50 | (US-20070100679-\$ or US-20070239515-\$ or US-20020161764-\$ or US-20030156706-\$ or US-20050135595-\$ or US-20060262919-\$ or US-20070083418-\$ or US-20040103051-\$ or US-20050170326-\$ or US-20060262920-\$ or US-20080021762-\$ or US-20040103017-\$ or US-20050080701-\$ or US-20060265089-\$ or US-20070185764-\$ or US-20020087385-\$ or US-20040107131-\$ or US-20040107132-\$ or US-20040006593-\$ or US-20040193872-\$ or US-20050209908-\$ or US-20060212758-\$ or US-20070005386-\$ or US-20070075136-\$).did. or (US-6914975-\$ or US-7027586-\$ or US-7068775-\$ or US-6195697-\$ or US-6289393-\$ or US-7305070-\$ or US-6976846-\$ or US-7076475-\$ or US-6093880-\$ or US-6094659-\$ or US-6292706-\$ or US-7047279-\$ or US-5841840-\$ or US-6104999-\$ or US- | US-PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |

|     |    |  |                    |    |     |                     |
|-----|----|--|--------------------|----|-----|---------------------|
|     |    | 6218953-\$ or US-<br>6438594-\$ or US-<br>6615166-\$ or US-<br>6708135-\$ or US-<br>6813278-\$ or US-<br>7007029-\$ or US-<br>7043448-\$ or US-<br>7092905-\$ or US-<br>7092959-\$ or US-<br>7096015-\$ or US-<br>7103158-\$ or US-<br>7120689-\$).did.  |                    |    |     |                     |
| L47 | 50 | (US-20070083418-\$ or<br>US-20070100679-\$ or US-<br>20070239515-\$ or US-<br>20050091156-\$ or US-<br>20040006506-\$ or US-<br>20030220901-\$ or US-<br>20040249650-\$ or US-<br>20030088545-\$ or US-<br>20070094230-\$ or US-<br>20070106638-\$ or US-<br>20070106639-\$ or US-<br>20070118504-\$ or US-<br>20070208697-\$ or US-<br>20070214145-\$ or US-<br>20070299813-\$ or US-<br>20080021881-\$ or US-<br>20020087385-\$ or US-<br>20030074342-\$ or US-<br>20060262922-\$ or US-<br>20030229884-\$ or US-<br>20070038500-\$ or US-<br>20070061421-\$ or US-<br>20040083479-\$ or US-<br>20070038499-\$ or US-<br>20070198368-\$ or US-<br>20080077462-\$).did. or<br>(US-20080086402-\$ or<br>US-20030069780-\$ or US-<br>20050002502-\$).did. or<br>(US-6292830-\$ or US-<br>6014647-\$ or US-<br>6385646-\$ or US-<br>6711565-\$ or US-<br>6728702-\$ or US-<br>6763351-\$ or US-<br>6782383-\$ or US-<br>7213013-\$ or US-<br>7233937-\$ or US-<br>7293014-\$ or US-<br>7353182-\$ or US-<br>6389402-\$ or US-<br>6697858-\$ or US-<br>6138139-\$ or US-<br>6108711-\$ or US- | US-PGPUB;<br>USPAT | OR | OFF | 2009/02/02<br>00:14 |

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|-----|----|---|---|----|-----|------------------|
|     |    | 6345305-\$ or US-7200563-\$ or US-6886037-\$ or US-6230197-\$ or US-7370004-\$ or US-7127495-\$).did.   |   |    |     |                  |
| L48 | 96 | L46 or L47  | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L49 | 4  | L46 and L47   | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L50 | 12 | (("20020059283") or ("20040264670") or ("1154627")).PN.   | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L51 | 44 | (US-20070083418-\$ or US-20070100679-\$ or US-20070239515-\$ or US-20050091156-\$ or US-20040006506-\$ or US-20030220901-\$ or US-20040249650-\$ or US-20030088545-\$ or US-20070094230-\$ or US-20070106638-\$ or US-20070106639-\$ or US-20070118504-\$ or US-20070208697-\$ or US-20070214145-\$ or US-20070299813-\$ or US-20080021881-\$ or US-200302299884-\$ or US-20060262922-\$ or US-20070038499-\$ or US-20020087385-\$ or US-20040083479-\$ or US-20070038500-\$ or US-20070061421-\$ or US-20050002502-\$ or US-20020072921-\$ or US-20040225549-\$).did. or (US-20030074342-\$).did. or (US-6292830-\$ or US-6014647-\$ or US-6389402-\$ or US-6385646-\$ or US-6711565-\$ or US-6728702-\$ or US-6763351-\$ or US- | US_PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |

|     |    |   |                    |    |                            |
|-----|----|---|--------------------|----|----------------------------|
|     |    | 6782383-\$ or US-<br>7213013-\$ or US-<br>7233937-\$ or US-<br>7293014-\$ or US-<br>7353182-\$ or US-<br>6138139-\$ or US-<br>6108711-\$ or US-<br>6345305-\$ or US-<br>7200563-\$ or US-<br>6230197-\$ or US-<br>6697858-\$ or US-<br>7013263-\$ or US-<br>6724887-\$ or US-<br>7308414-\$ or US-<br>6047261-\$ or US-<br>6886037-\$).did.   |                    |    |                            |
| L52 | 45 | (US-20070083418-\$ or US-20030156706-\$ or US-<br>2004001616-\$ or US-<br>20040015417-\$ or US-<br>20040103017-\$ or US-<br>20040198887-\$ or US-<br>20040230503-\$ or US-<br>20050015286-\$ or US-<br>20050086290-\$ or US-<br>20050151489-\$ or US-<br>20050193055-\$ or US-<br>20060060647-\$ or US-<br>20060262919-\$ or US-<br>20070026368-\$ or US-<br>20070083425-\$ or US-<br>20080040196-\$ or US-<br>20050172666-\$ or US-<br>20010034673-\$ or US-<br>20030156133-\$ or US-<br>20040230438-\$ or US-<br>20050081188-\$ or US-<br>20070143127-\$ or US-<br>20070213050-\$ or US-<br>20070213075-\$ or US-<br>20070226159-\$ or US-<br>20070263838-\$).did. or<br>(US-20030118635-\$ or US-20040196455-\$ or US-<br>20060039533-\$).did. or<br>(US-4852149-\$ or US-<br>5046088-\$ or US-<br>5959869-\$ or US-<br>6295551-\$ or US-<br>6493695-\$ or US-<br>6505773-\$ or US-<br>6510350-\$ or US-<br>6741699-\$ or US-<br>6914975-\$ or US-<br>5086460-\$ or US-<br>7191229-\$ or US- | US-PGPUB;<br>USPAT | OR | OFF<br>2009/02/02<br>00:14 |

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|-----|-------|---|---|----|-----|------------------|
|     |       | 5999610-\$ or US-6917972-\$ or US-7117193-\$ or US-5954911-\$ or US-6283761-\$ or US-6951821-\$ or US-7262842-\$ or US-3561566-\$ or US-4114027-\$ or US-4195751-\$).did. |   |    |     |                  |
| L53 | 88    | L51 or L52  | US-PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |
| L54 | 10    | ((("5541835") or ("5892900") or ("5822744") or ("5907800") or ("5704017"))).PN.   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L55 | 12    | ((("5541835") or ("5892900") or ("5822744") or ("5907800") or ("5704017") or ("5309355"))).PN.  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L56 | 5939  | customer with interaction   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L57 | 15744 | predict\$ with behavior   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L58 | 20    | L56 same L57  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L59 | 5     | L56 same L57  | USPAT; EPO; JPO                             | OR | OFF | 2009/02/02 00:14 |
| L60 | 532   | predict\$ with (customer and behavior)  | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L61 | 82    | L56 and L60   | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |

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|-----|--------|--|---|----|-----|---------------------|
| L62 | 68439  | "705".clas.  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L63 | 49     | L61 and L62  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L64 | 1      | ("20020138316").PN.                                      | US-PGPUB;<br>USPAT                                      | OR | OFF | 2009/02/02<br>00:14 |
| L65 | 29     | L63 and (communicat\$ with interact\$)                   | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L66 | 1      | ("20070083418").PN.                                      | US-PGPUB;<br>USPAT                                      | OR | OFF | 2009/02/02<br>00:14 |
| L67 | 2      | ("7016936").PN.  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L68 | 2      | ("5737726").PN.  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L69 | 210691 | communication with channel                               | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L70 | 77     | L69 same (customer with interaction)                     | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L71 | 12     | L70 and (central with (processor or processing or rule)) | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L72 | 532    | predict\$ with (customer and behavior)                   | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |

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|-----|----|--|---|----|-----|---------------------|
| L73 | 49 | L69 and L72  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L74 | 6  | L73 and L70  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L75 | 32 | "6563430"  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L76 | 12 | (("20020059283") or<br>("20040264670") or<br>("1154627")).PN.  | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L77 | 44 | (US-20070083418-\$ or<br>US-20070100679-\$ or US-<br>20070239515-\$ or US-<br>20050091156-\$ or US-<br>20040006506-\$ or US-<br>20030220901-\$ or US-<br>20040249650-\$ or US-<br>20030088545-\$ or US-<br>20070094230-\$ or US-<br>20070106638-\$ or US-<br>20070106639-\$ or US-<br>20070118504-\$ or US-<br>20070208697-\$ or US-<br>20070214145-\$ or US-<br>20070299813-\$ or US-<br>20080021881-\$ or US-<br>20030229884-\$ or US-<br>20060262922-\$ or US-<br>20070038499-\$ or US-<br>20020087385-\$ or US-<br>20040083479-\$ or US-<br>20070038500-\$ or US-<br>20070061421-\$ or US-<br>20050002502-\$ or US-<br>20020072921-\$ or US-<br>20040225549-\$).did. or<br>(US-20030074342-\$).did.<br>or (US-6292830-\$ or US-<br>6014647-\$ or US-<br>6389402-\$ or US-<br>6385646-\$ or US-<br>6711565-\$ or US-<br>6728702-\$ or US-<br>6763351-\$ or US-<br>6782383-\$ or US- | US-PGPUB;<br>USPAT                                      | OR | OFF | 2009/02/02<br>00:14 |

|     |    |   |                    |    |     |                     |
|-----|----|---|--------------------|----|-----|---------------------|
|     |    | 7213013-\$ or US-<br>7233937-\$ or US-<br>7293014-\$ or US-<br>7353182-\$ or US-<br>6138139-\$ or US-<br>6108711-\$ or US-<br>6345305-\$ or US-<br>7200563-\$ or US-<br>6230197-\$ or US-<br>6697858-\$ or US-<br>7013263-\$ or US-<br>6724887-\$ or US-<br>7308414-\$ or US-<br>6047261-\$ or US-<br>6886037-\$).did.  |                    |    |     |                     |
| L78 | 45 | (US-20070083418-\$ or<br>US-20030156706-\$ or US-<br>20040001616-\$ or US-<br>20040015417-\$ or US-<br>20040103017-\$ or US-<br>20040198887-\$ or US-<br>20040230503-\$ or US-<br>20050015286-\$ or US-<br>20050086290-\$ or US-<br>20050151489-\$ or US-<br>20050193055-\$ or US-<br>20060060647-\$ or US-<br>20060262919-\$ or US-<br>20070026368-\$ or US-<br>20070083425-\$ or US-<br>20080040196-\$ or US-<br>20050172666-\$ or US-<br>20010034673-\$ or US-<br>20030156133-\$ or US-<br>20040230438-\$ or US-<br>20050081188-\$ or US-<br>20070143127-\$ or US-<br>20070213050-\$ or US-<br>20070213075-\$ or US-<br>20070226159-\$ or US-<br>20070263838-\$).did. or<br>(US-20030118635-\$ or<br>US-20040196455-\$ or US-<br>20060039533-\$).did. or<br>(US-4852149-\$ or US-<br>5046088-\$ or US-<br>5959869-\$ or US-<br>6295551-\$ or US-<br>6493695-\$ or US-<br>6505773-\$ or US-<br>6510350-\$ or US-<br>6741699-\$ or US-<br>6914975-\$ or US-<br>5086460-\$ or US-<br>7191229-\$ or US-<br>5999610-\$ or US- | US-PGPUB;<br>USPAT | OR | OFF | 2009/02/02<br>00:14 |

|     |       |  |   |    |     |                  |
|-----|-------|--|---|----|-----|------------------|
|     |       | 6917972-\$ or US-7117193-\$ or US-5954911-\$ or US-6283761-\$ or US-6951821-\$ or US-7262842-\$ or US-3561566-\$ or US-4114027-\$ or US-4195751-\$).did. |   |    |     |                  |
| L79 | 88    | L77 or L78   | US_PGPUB; USPAT                             | OR | OFF | 2009/02/02 00:14 |
| L80 | 10    | ((("5541835") or ("5892900") or ("5822744") or ("5907800") or ("5704017"))).PN.  | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L81 | 12    | ((("5541835") or ("5892900") or ("5822744") or ("5907800") or ("5704017") or ("5309355")).PN.  | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L82 | 5939  | customer with interaction  | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L83 | 15744 | predict\$ with behavior  | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L84 | 20    | L82 same L83   | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L85 | 5     | L82 same L83   | USPAT; EPO; JPO                             | OR | OFF | 2009/02/02 00:14 |
| L86 | 532   | predict\$ with (customer and behavior)   | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |
| L87 | 82    | L82 and L72  | US_PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2009/02/02 00:14 |

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|-----|-------|---|---|----|-----|---------------------|
| L88 | 68439 | "705".clas.                               | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L89 | 49    | L87 and L88                               | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L90 | 1     | ("20020138316").PN.                       | US-PGPUB;<br>USPAT                                      | OR | OFF | 2009/02/02<br>00:14 |
| L91 | 29    | L89 and (communicat\$<br>with interact\$) | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L92 | 1     | ("20070083418").PN.                       | US-PGPUB;<br>USPAT                                      | OR | OFF | 2009/02/02<br>00:14 |
| L93 | 2     | ("7016936").PN.                           | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |
| L94 | 2     | ("5737726").PN.                           | US-PGPUB;<br>USPAT; EPO;<br>JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2009/02/02<br>00:14 |

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